

Shared Web Hosting – User Managed

Product Summary

Shared Web Hosting is useful for customers not wishing to own and maintain their own web server environment. The premise of shared hosting is that multiple customers are housed in an environment where resources are shared. With Shared Web Hosting ITS performs all hardware and software maintenance and ensures the highest level of uptime possible for the overall environment. Customers may create and maintain their own site content or contract with ITS or an outside vendor for site development. ITS provides access to each customer's shared hosting account via Secure FTP or users may publish files from a variety of HTML editors. Changes to a customer's website are not subject to ITS change control procedures. Agency technical personnel essentially see a virtual server running only their application.

Shared Web Hosting – User Managed offers the least expensive way to create and host your website. The software used in this environment is Open Source, which means it can be downloaded without a licensing fee. You, the customer, are given the freedom and responsibility of managing your account on the server through the CPanel interface. CPanel is a fully featured web-based control panel that allows you to manage your domain through a web interface. The idea is to transfer as much of the control and responsibility of managing your web site to you. You have the ability to manage all aspects of files, backup, FTP, CGI scripts, and web site statistics. Please note that this product does not support UMD authentication.

Each integral part is supported by the user community and is reliable for production purposes. The components used are:

- Operating System: Linux
- Web Server: Apache
- Scripting: CGI, PHP
- Database: MySQL
- Account Manager: CPanel

Unlike commercial companies, this product is connected to the State's private network and contains security features required by government entities. Optional support services for which ITS has core competencies are also available. ITS provides a robust server in a secure, safe, and environmentally controlled location. The power source has dual power supplies, redundant backup generators, and redundant UPS and battery systems to ensure uninterrupted power. The network is monitored continually to provide maximum RAS.

Product Features or Description of Services

Shared Web Hosting – User Managed Features			
Feature	Detail	Feature	Detail
Disk Space	1 GB	CGI-BIN, PHP, Cronjobs, Perl	Yes
Data Transfer / Bandwidth	30GB/month	Domain support	CIO approved
Operating System	Linux	Security: Shared SSL	Yes
Web Server	Apache	IP Addresses	1
Database	MySQL	24/7 Secure FTP Access	Yes
Database Administration	PhpMySQL	Website Access / Control	CPanel

	Admin		
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Product Benefits

Shared Web Hosting – User Managed Benefits
Connected to the State of Utah PRIVATE network
Firewall protection against unwanted intrusion
Local technical support
Filtered content (i.e. Spam, Pornography, Commercial Advertising . . .)
Located in a physically secure facility with a redundant, controlled environment (power, air, humidity, halon fire protection, etc.)
The user is given control over the environment allotted for his/her use

Additional Services available for this Product

Optional Services Not Included with Product
Database design, performance, and administration
PHP consulting
Single sign-on across multiple applications
Open source portal development / integration
Website development
Graphic design, Flash development, and animation creation
Technical writing and content editing

Related ITS Products

Related ITS Products	
Product	Description
<i>Shared Application Hosting – Open Source</i>	While similar to Shared Web Hosting – User Managed, this shared environment does not use CPanel for ‘self-serve’ capabilities, but does provide J2EE support using the Tomcat Application Server and other open source application resources.
<i>Shared Web Hosting – ITS Managed</i>	This product provides support on a Sun Solaris server for static web sites. ITS is responsible for the environment, backups, and monitoring both server connectivity and website accessibility.
<i>Managed Hosting</i>	ITS accepts responsibility for the administration functions required by the customer. This could include maintaining the operating system, web and/or application server, and even database administration. The customer decides what they want to control and then leaves the rest up to ITS.
<i>Co-located Hosting</i>	The customer is responsible for the hardware and software and contracts with ITS to place the server in the State’s Data Center. ITS provides a secure, environmentally controlled facility, power, and network connectivity (pipe, power, and ping).

ITS Responsibilities

ITS Responsibilities
Provide the secure physical facility and all environmental controls for the server and disk array
Monitor and maintain the integrity of the network
Install and maintain the server hardware
Install and maintain the Linux operating system
Install and maintain the Apache web server
Install and maintain MySQL
Provide the tools to be used by each customer to develop their own instance of MySQL
Provide software and hardware upgrades as necessary (software upgrades are controlled and scheduled by CPanel and are automatic)
Coordinate scheduled downtime with customers
Backup the CPanel server – customers are responsible for their own data
Please note that ITS has responsibility for providing an account for each customer on the server ONLY. ALL additional services provided by ITS are billable at approved rates.

Customer Responsibilities

Customer Responsibilities
Develop and maintain the customer's database schema and the integrity of the data for your instance of MySQL
Develop and maintain all application software running in customer's server instance
Follow the standards and procedures required by ITS to ensure a secure and stable operating environment for all users on the server
Provide customer support services to the end-users of the application
Make backups of your own account data and scripts according to your own schedule

ITS Customer Support

ITS Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

Shared Web Hosting – User Managed Rates		
Frequency of Billing	Description	Rate (\$)
<i>Monthly charges</i>	Hosting services	\$15.00
	Custom SSL Certificate (optional)	\$10.00
	Remote Backup (optional)	\$5.00 / ea.
	Additional Unmanaged Storage	\$.005 / MB
	Additional Managed Storage	\$.0375 / MB
<i>One time charges</i>	Setup	No Charge
<i>Optional feature one time charges</i>	Consulting services (as needed)	75.00/hour

Ordering the Product

An order form is available on the its.utah.gov web site. Select **Products and Services**, then **Hosting Products and Services**, and finally, **Shared Web Hosting - User Managed**. Click the **Order Form** button in the upper right panel. If you need further help, please contact your Customer Relationship Manager.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.